



<b>Job Title:</b>	Sustainability Co-ordinator
<b>Grade:</b>	5
<b>Section:</b>	Sustainability
<b>Reports to:</b>	Project Officer – Sustainability
<b>Responsible for:</b>	N/A

### The Job

Is to:

- provide bespoke advice and support to customers, employees and other key stakeholders as part of the delivery of sustainability, decarbonisation and energy efficiency projects;
- engage with customers and other stakeholders to maximise energy and carbon savings and raise the profile of sustainability, decarbonisation and energy efficiency projects; and
- assist the wider Sustainability team in the day to day delivery of both customer and business related elements of sustainability, decarbonisation and energy efficiency projects, in support of the delivery of the organisation's Sustainability Plan.

### The Bigger Picture

You will:

- provide bespoke one-to-one advice and support to customers, employees and other stakeholders taking part in sustainability, decarbonisation and energy projects - before during and after they have been completed;
- From a customer perspective, this will include energy efficiency advice in the home, energy switching, help to use new and innovative technology, understanding consumption data and how to avoid 'unintended consequences' such as damp and mould;
- help customers to maximise energy savings following energy improvements to reduce carbon emissions and lower their energy bills;
- help deliver WDH's Sustainability Plan from both a customer and business perspective. This includes making homes more energy efficient, as well as supporting efforts to decarbonise the organisation's operations and reduce its environmental impact;

- collect data and information, from interviews, monitoring equipment and datasets to understand the impact of projects on customers and the business- such as energy, carbon reduction and health ,, and to support the monitoring and evaluation of projects
- provide reports and monitor the delivery of both customer and business focussed elements of projects;
- raise awareness of sustainability projects through communication and engagement campaigns to WDH staff, sustainability champions and customers;
- support the development of promotional material that meets the diverse needs of our customers and community, while raising greater awareness of sustainability both internally and externally;
- be able to provide information, cover meetings and provide reports in the absence of the other Sustainability team members;
- maintain and develop a knowledge and understanding of current developments, legislation and funding streams to improve sustainability and maximise project outcomes;
- maintain partnerships with other organisations and bodies which will aid and compliment best practices in sustainability and delivery of projects;
- have knowledge of our Vision and promote the values of the organisation at all times; and
- undertake any other duties appropriate with the overall purpose of the job and the grade.

## The Day to Day

You will be:

- responsible for working closely with customers, employees and other key stakeholders before, during and after energy sustainability improvements projects have been completed in properties homes, communities and operations to support delivery and achievement of project outcomes for WDH and customers. This will include:
  - leading on provision of bespoke one-to-one sustainability and energy advice to customers, employees and other key stakeholders, based on qualitative and quantitative data;
  - advocating and liaising for customers with energy companies, and the gas and electric network providers to ensure customers receive the best possible deal for their requirements;
  - engaging with customers, employees and other key stakeholders regularly by; communicating the benefits, and maximising active participation in projects;
  - collating data and information from stakeholders/partners to support positive stakeholder and project outcomes, including through collation of data – such as through installation of monitoring equipment and conducting of interviews – and analysis of this data, to provide recommendations to the business;
- be a subject matter expert in the innovative technologies installed into any properties as part of projects;

- analyse and interpret data on energy and property performance, and communicating this to customers in an easy to understand manner to support lifestyle changes and maximise energy, carbon reduction and health and wellbeing benefits;
- monitor the delivery and provide reports of performance and the impact of projects;
- support in the development and delivery of communications campaigns, training and engagement to customers and stakeholders involved with projects;
- manage the various project customer engagement channels including the sustainability phone line and email address;
- maintain good working relationships with external partners, including the local authority, and other statutory and voluntary agencies, in particular, to achieve further additionality through referrals to other sustainable warmth and income maximisation services for customers;
- deliver and attend workshops and events as required as part of delivery of projects;
- deliver training on issues relating to energy efficiency and climate change to raise awareness and promote projects to all customers and stakeholders;
- undertake effective communications at all times throughout all levels of the organisation and externally to promote positively the outcomes of projects;
- manage effective systems, to accurately record and monitor processes, performance and quality assurance;
- manage your own workload whilst dealing with general enquiries about projects as necessary;
- promote and adhere to health and safety policies and procedures to ensure safe working environments and update risk assessments where necessary;
- ensure that all WDH policies are effectively undertaken especially having regard to equal opportunities, diversity and equalities, data protection, GDPR, human rights and sustainability;
- make effective use of allocated budget and funding within the Delegation Framework and record of financial transactions;
- be required to undertake duties at any location throughout and outside the district, dependent on the needs of service delivery; and
- attend internal/external events and meetings, some of which will be outside normal office hours with occasional evening and weekend work.

### Personal Contacts:

**Internal:** Sustainability Manager, Decarbonisation and Environment Manager, Team Leader, Senior Project Officer, Tenant Involvement Officer, Estate Officer. All other employees as appropriate.

**External:** All outside agencies as appropriate. Members of the public and customers. Other statutory and voluntary organisations. Contractors. Energy suppliers and partners. Wakefield Council.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
<b>Qualifications and Training</b>			
A qualification at Level 3 of the Regulated Qualifications Framework, such as A levels, Award, Certificate or Diploma at level 3 in a relevant subject area	✓		AF/CQ
City & Guilds Level 3 Award in Energy Awareness		✓	AF/CQ

<b>Determination</b>			
Significant experience of providing sustainability advice and support services to stakeholders	✓		AF/I
Experience of working within a similar sustainability role within housing or construction	✓		AF/I
To be able to work under their own initiative and to given timescales/deadlines	✓		AF/I
Good understanding and experience of performance management	✓		AF/I
A good communicator, negotiator and motivator	✓		AF/I
A highly organised administrator	✓		AF/I

<b>Nous</b>			
Excellent understanding of issues related to sustainability in a housing context	✓		AF/I
To have good IT skills in the use of reporting tools and Microsoft Office such as Word and Excel.	✓		AF/I
Self-motivated to work with minimal supervision	✓		AF/I
Clear presentation skills, verbal and written	✓		AF/I
Able to work collaboratively, to be mutually supportive and assertive in consulting others	✓		AF/I

<b>Attitude</b>			
Demonstrate an understanding of equality and diversity	✓		AF/I
Significant experience of communicating and working effectively in co-operation with a wide range of internal and external stakeholders	✓		AF/I
To be well motivated and have the ability to motivate others	✓		AF/I

<b>Additional requirements of the Role</b>			
The post holder must hold a valid UK driving licence and have daily access to a vehicle to travel throughout the district.	✓		AF/CQ
The post holder may be required to work outside normal office hours on occasion	✓		I

**Key**

- AF - Application Form
- I - Interview (this may include a presentation and occupational test where appropriate)
- CQ - Certificate of Qualification